

JOB DESCRIPTION

Job Title: Implementation Specialist

Newmeasures is a boutique firm of Industrial & Organizational Psychologists that believes that listening to employees provides organizations with insights that allow them to thrive. Our expertise is in designing and executing employee listening strategies. As an Implementation Specialist, your role will be to bring those listening strategies to life using best-in-class technology to deliver employee experience data to the organizational leaders who need it using intelligent reporting. This is a full-time, client-facing role.

Work Environment:

Newmeasures is a fully virtual and remote work environment. Employees will be provided with the necessary equipment to execute their professional responsibilities from home. Most work is expected to take place between 8am and 5pm Mountain Time, but there may occasionally be a need to facilitate client meetings outside of normal business hours. Occasional travel, including in-person meetings, may be required, but it is not expected to be a regular part of the role.

Responsibilities:

- Configuring and validating online survey solutions, including custom use cases
- Building online dashboards and reports to tell the story of the data and highlight the most important findings
- Managing survey distribution and data collection
- Cleaning and managing complex data files
- Establishing permissions for data consumption for stakeholders in our client organizations
- Providing training, guidance, and best practice recommendations to clients on survey tool adoption and usage
- Maintaining clear documentation of client needs and project specifications
- Building and managing project plans to ensure successful project/program implementation
- Troubleshooting technology bugs/problems using online resources, vendor support services, and internal resources
- Preparing debrief presentations for consulting engagements
- Updating and helping manage Newmeasures' CRM
- Preparing survey data files and helping manage normative database of benchmarks
- Creating or updating project resources, guides, and FAQ sheets

You would be perfect for this role if:

- You have experience with Qualtrics Research, Employee Experience, and 360 platforms
- You excel in a client-facing role, demonstrating responsiveness and comfort in addressing client concerns and questions
- You can manage multiple projects simultaneously and understand how to prioritize work—and can flex when plans change
- You have strong critical thinking and problem-solving skills—you think about the big picture

For more information about Newmeasures, visit [Newmeasures.com](https://www.newmeasures.com)

- You are organized, thorough, and have keen attention to detail—eagle eyes only!
- You are a skilled communicator, including listening, presenting, and writing
- You can quickly adopt and understand new technology, software, and processes
- You are proactive, take initiative, and learn with minimal supervision
- You are able to troubleshoot under tight timelines to quickly resolve problems
- You are committed to continuous learning and improvement
- You are highly skilled in Microsoft Office, particularly Excel and PowerPoint

Nice-to-Have Knowledge, Skills and Abilities:

- Educational and/or professional background in Industrial-Organizational Psychology, Social Sciences, Leadership Development, Human Resources or Talent Management
- Knowledge of Microsoft Access
- Understanding of simple statistics (e.g., mean, distribution, correlation) and/or experience with SPSS
- Understanding and knowledge around employee experiences at work, including engagement, onboarding and exit, and leadership development
- Social media platforms such as LinkedIn and Facebook
- Experience using other survey platforms
- Experience using and managing CRM software
- Experience with B2B sales and consulting contracts
- Experience managing data
- Experience updating and managing web pages (WordPress) and/or marketing best practices

What you can expect working with Newmeasures and are expected to help grow



We Care for People.

- We care deeply for our team, honoring the fact that we are human beings with lives at home and work. We have high expectations of one another and value the unique contribution of each individual.
- We build relationships and deliver service that supports the humanness of our clients
- We create products that support listening & connection at work



We Own It and Figure it Out

- We proactively take ownership for our work and making a contribution that furthers the business
- We solve problems and innovate
- We know when to ask for help, but still take ownership for getting our work over the finish line